



# How to Access AVHE (Public Version)

Note: This installation guide was formatted and intended for customers coming from a commercial connection or home internet.

All links to required software are provided by commercial systems.

If you are on a DoD network or VPN, A more extensive guide and assistance is available at  
<https://avhe-support.health.mil>

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## 1 Introduction

This guide details how to meet the system requirements to connect to the Application Virtualization Hosting Environment (AVHE). Located at <https://avhe.health.mil>. Sections 2 and 3 assume the user is using a Windows computer. If you are using a Mac or other non-Windows computer, skip to Section 4.

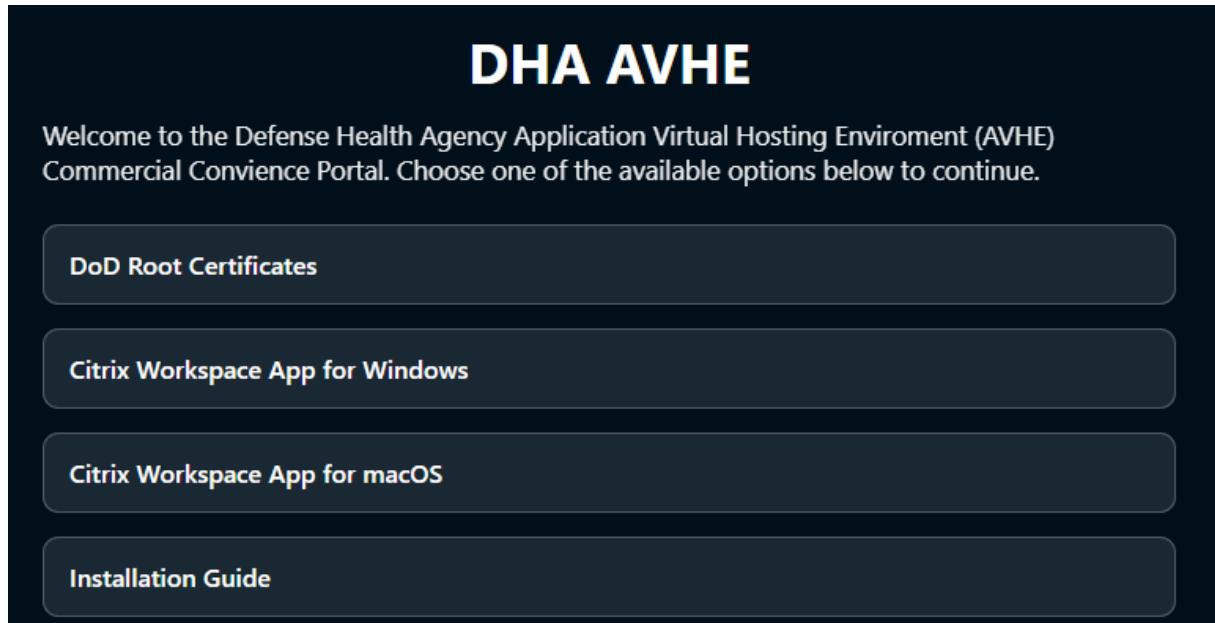
To access AVHE, the following software should be installed on your workstation/computer:

- Install Root
- Citrix Workspace

## 2 Installing Software

### 2.1 AVHE Commercial Convenience Portal

Links to the Citrix Workspace App for Windows and DoD Install Root software (Root Certificates) can be accessed via the AVHE Commercial Convenience Portal. <https://dhaavhe.com>



## 2.1.1 Citrix Workspace

1. At the time of this document's creation, 2508.10 was the latest available. If a newer version is available, please proceed to download the latest available version available at the above link.
2. Select "Citrix Workspace App for Windows"
3. Select Download File and Accept the EULA as shown below and the download will begin.

# Citrix Workspace app 2508.10 for Windows

Release Date: Nov 3, 2025

Compatible with Windows 11, 10 as well as Windows Server 2025, 2022, 2019.

Citrix Workspace™ app 2508.10 for Windows

Nov 3, 2025

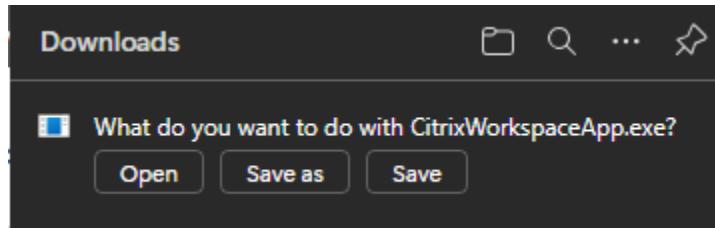
478MB - (.exe) [Download File](#) 

Version: 25.8.10.36(2508.10)

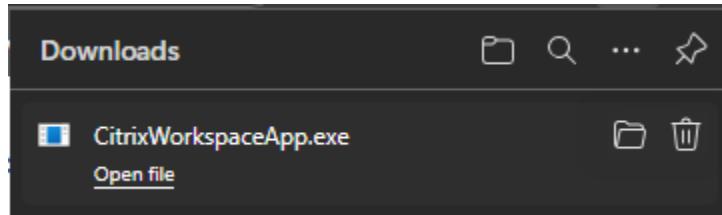
**Checksums**

SHA-256-95799c40da79b12c83aad9e29bd92da24702f03735b5b11701b667c84edb31b4

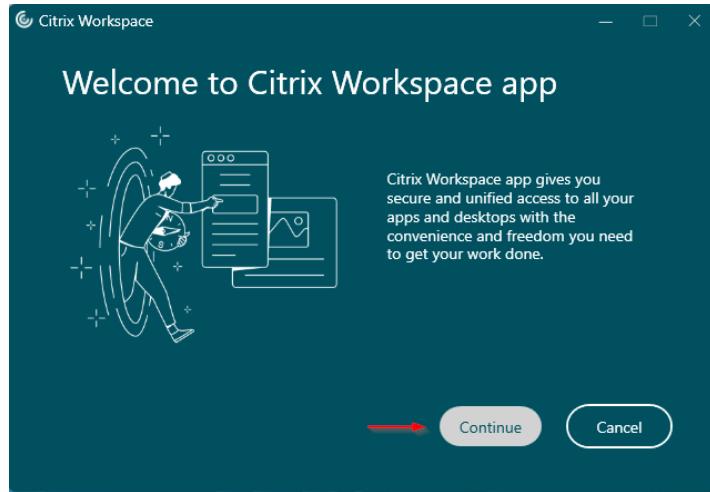
4. Click "Save".



5. Select "Open File".



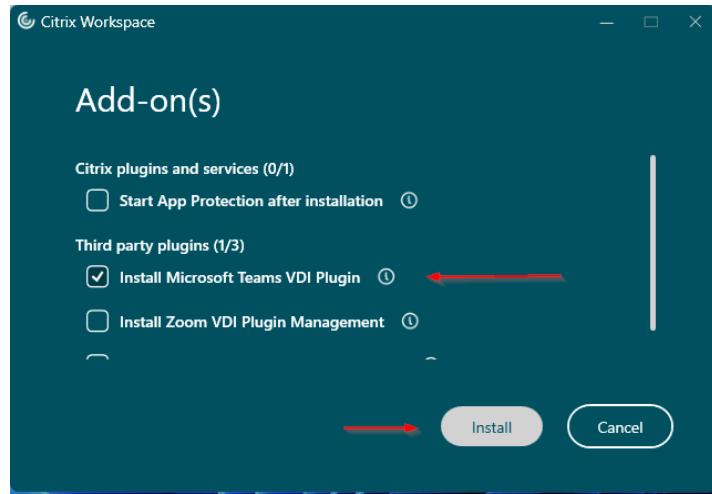
6. Select “Continue”.



7. Select “I Agree” and “Continue”.



8. Select “Install Microsoft Teams VDI Plugin” and Select Install.



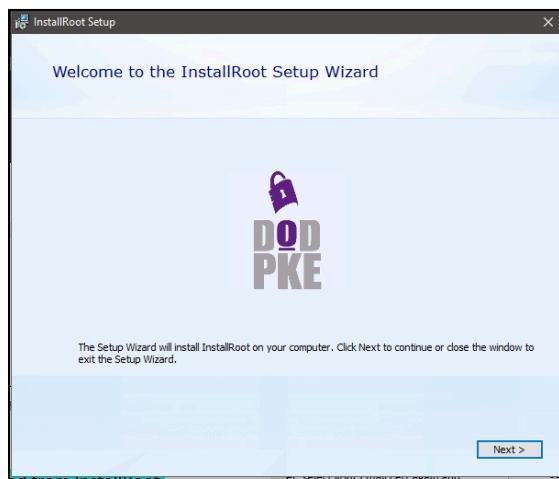
9. On the last screen simply close the window by selecting the X in the top right. Do not enter anything in the Store URL or EMAIL. Do not Select Continue.



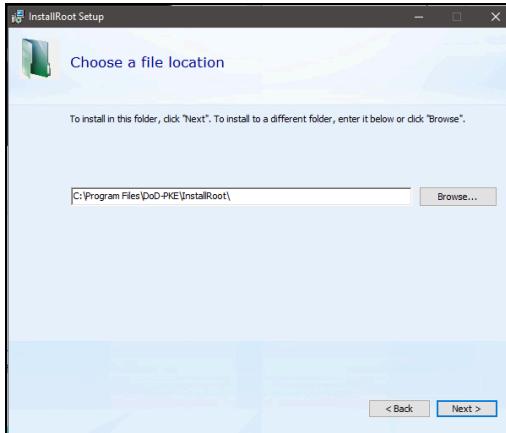
10. Installation of Citrix Workspace is complete.

### 2.1.2 Install Root

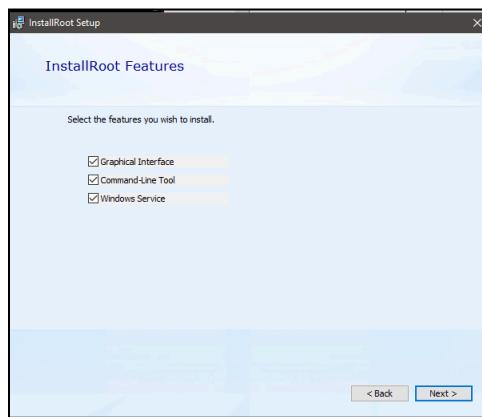
1. To download InstallRoot directly, Select the “Dod Root Certificates” button or if you prefer navigate to <https://www.militarycac.com/dodcerts.htm> .
2. Once the download completes, click on the file or open a file explorer and navigate to your downloads section.
3. Double-click on the program.
4. Once the Setup Wizard starts, click “Next.”



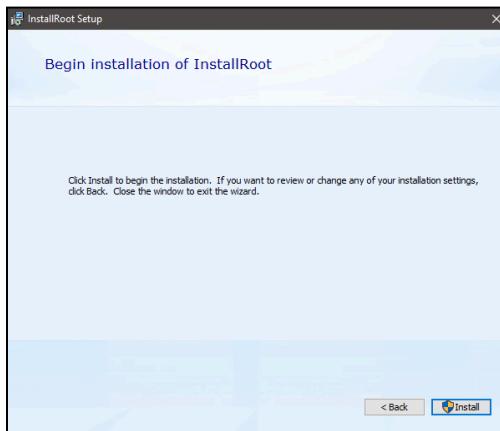
5. Choose the file location and click “Next.” (Users typically leave the default location.)



6. On the following screen, check each box and click “Next.”

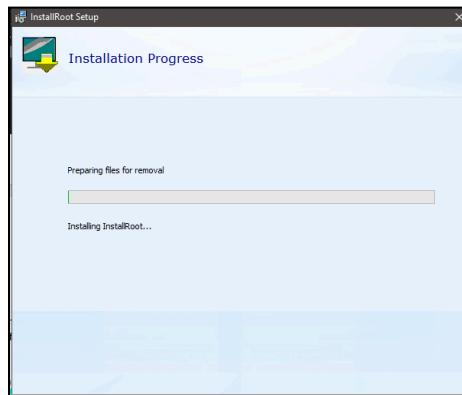


7. On the following screen click “Install.”

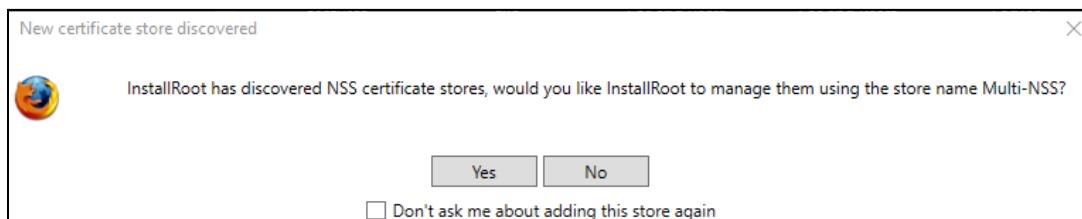


**Note:** A User Control Access window will pop up. This step might require administrative permissions. If you do not have the proper permissions, contact your system administrator/local IT department for assistance.

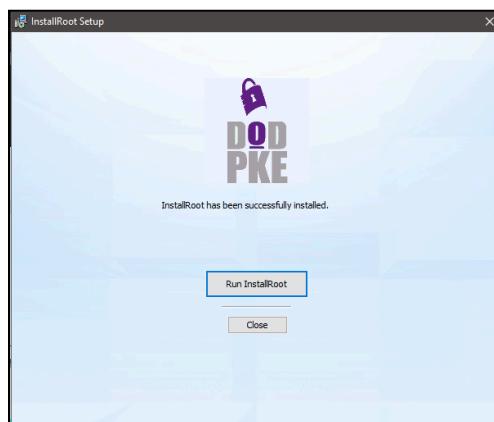
8. The Installation Progress window may take a few minutes to finish depending on your network speed.



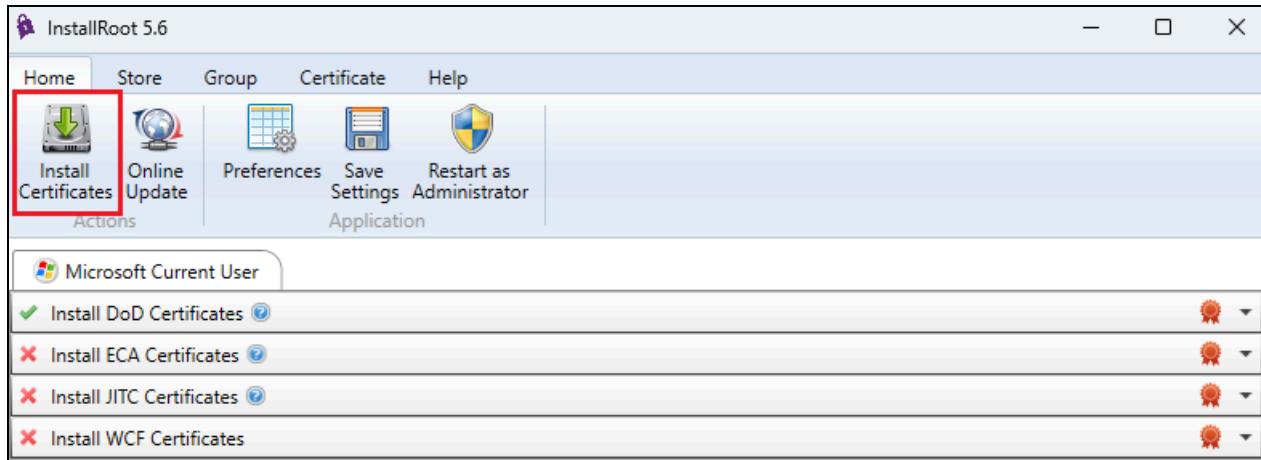
9. During this time, if there are any warnings that a new certificate store was discovered, select "Yes."



10. Once prompted, click "Run InstallRoot."



11. When the console loads, click on “Install Certificates.”



12. When InstallRoot finishes, an “InstallRoot: Certificate Action Summary” will pop up, showing which certificates were installed. Click “OK” or simply close the InstallRoot console by clicking on the X in the upper right.

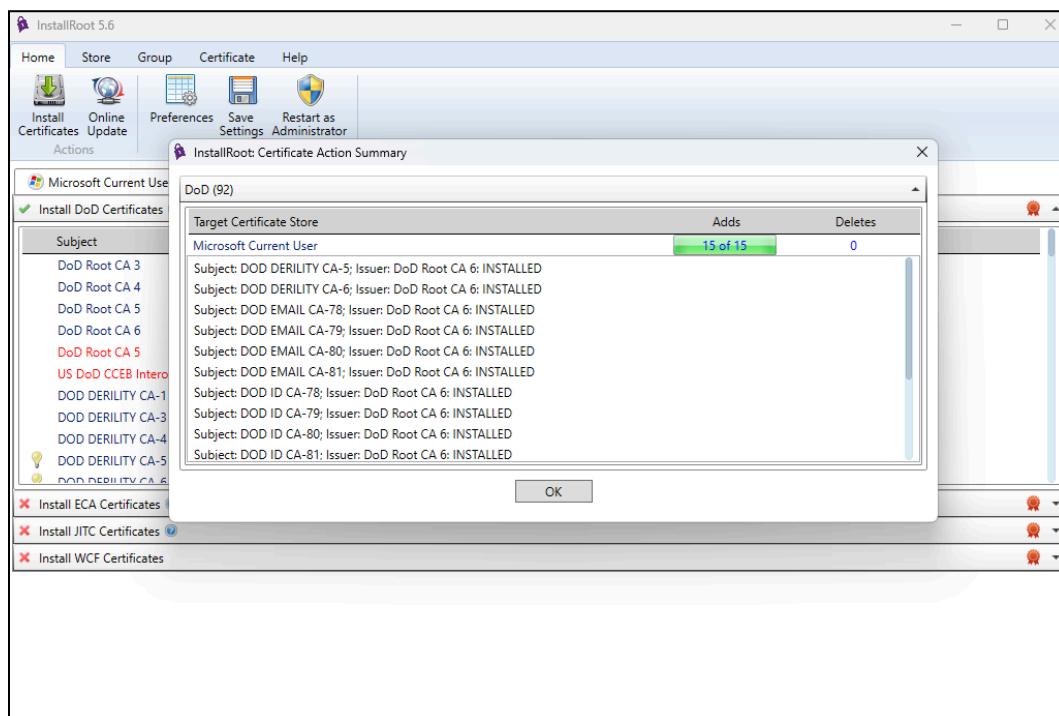


Figure 35: InstallRoot – Certificate Action Summary

**Note:** You must reboot your computer once the certificates have been added from InstallRoot.

**Note:** If you still have issues accessing AVHE, you may need to run the FBCA Cross-Certificate Removal Tool, which is available on the AVHE Support site at <https://avhe-support.health.mil> and is also available at [public.cyber.mil](http://public.cyber.mil).

## 3 Apple macOS Clients

While it is possible to access AVHE using an Apple Device, support will be limited. These instructions provide details for installing DoD and AVHE certificates and the Citrix Workspace app for Mac. If you have installed middleware (ActivClient for Mac, CACKey, Centrify, OpenSC, etc.), it must be completely removed before proceeding. Third party instructions for uninstalling third party middleware are provided at <https://militarycac.com/macuninstall.htm>. Additional third-party AVHE-specific support is provided at <https://thewesslers.com/avhe>.

Requirements: macOS 11 (Big Sur) or higher and CCID-class compliant smartcard reader

NOTE: The screenshots in this section are from macOS 13.1 (Ventura). If you are using an older macOS, your views may be different, but the text is still valid.

### 3.1 DoD Certificates on macOS

1. Navigate to AVHE Support site: <https://militaryhealth.sharepoint-mil.us/sites/hit-io-AVHE>.
2. If your browser looks like the figure below, you will likely need to access the AVHE Support site from another computer and email the zip file to your personal email account on your Apple device.

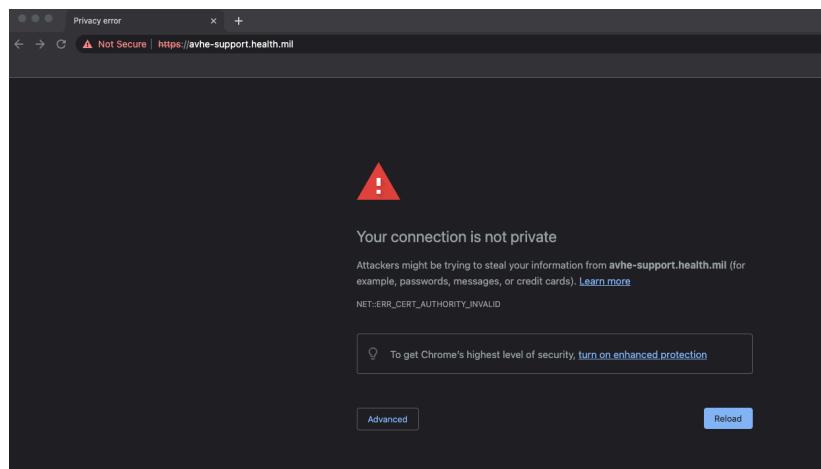
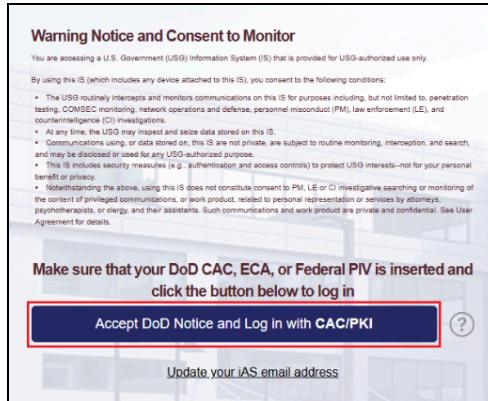


Figure 49: Your connection is not private

3. On the website, click the green box that reads “Accept DoD Notice and Log In.”



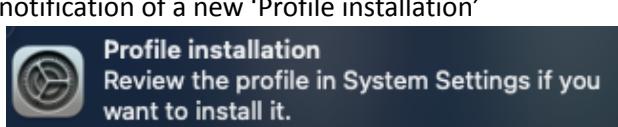
**Figure 50: Accept DoD Notice and Log in with CAC (PKI)**

- When prompted, select your DoD Certificate, and enter the PIN.
- Click the 'Apple Device Certs' to download the AppleDoDCerts.zip file.



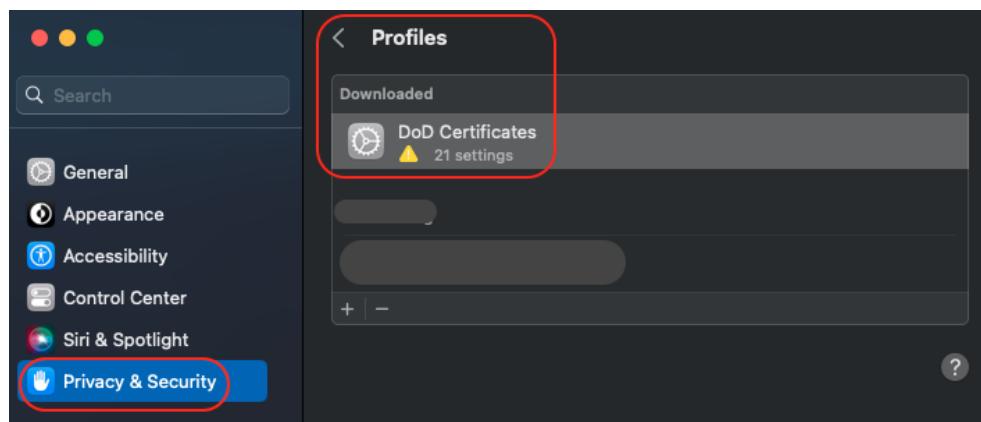
**Figure 51: AppleDoDCerts**

- Unzip the AppleDoDCerts.zip file by double-clicking the file.
- NOTE: Depending on your system, the file may have automatically unzipped.
- Double-click the "AppleDoDCerts.mobileconfig" file.



**Figure 52: Profile Installation**

- Open System Settings, navigate to 'Privacy & Security', and click 'Profiles'.



**Figure 53: Privacy & Security**

10. Double-click on the profile that reads “DoD Certificates.”

11. When prompted “Are you sure you want to install this profile?” click Install.

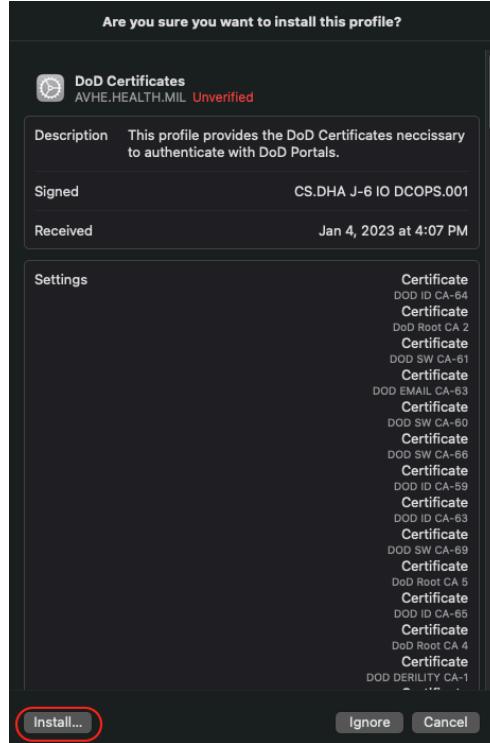


Figure 54: Profile Installation Verification

12. When prompted “Are you sure you want to install profile ‘DoD Certificates?’” click Install.

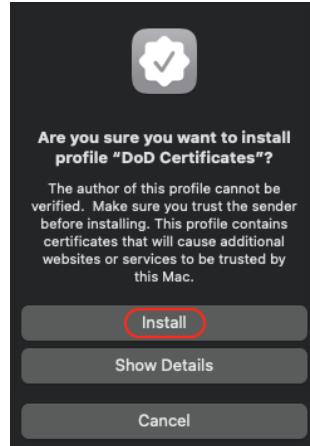


Figure 55: DoD Certificate Verification

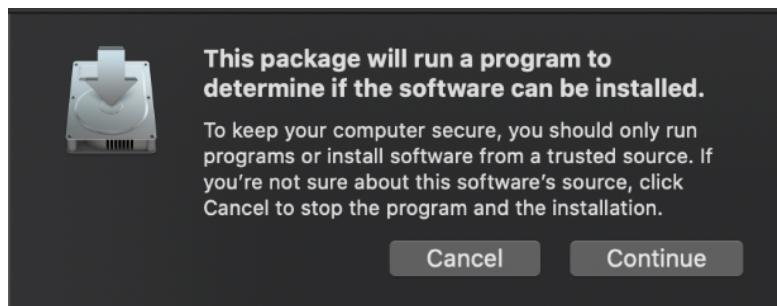
13. Install of DoD certificates on macOS is complete.

## 3.2 Citrix Workspace for Mac

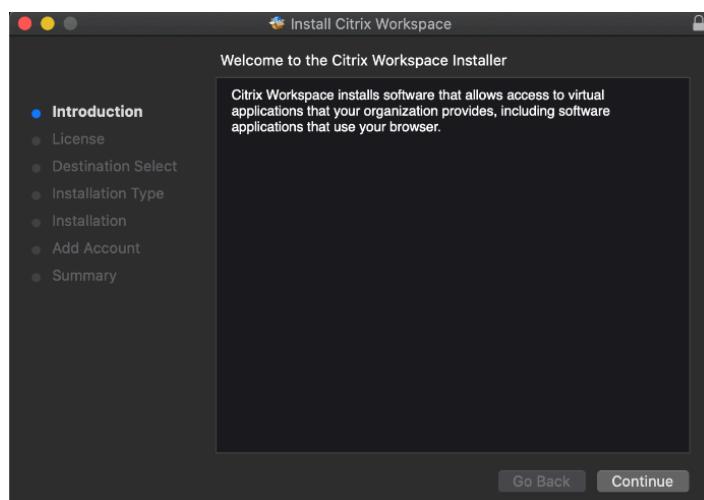
1. Download the Citrix Workspace for Mac app from the Citrix website:  
<https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>
2. Click the “Download File” button.
3. Once the file downloads, navigate to the downloaded file location and double-click on the CitrixWorkspaceApp.dmg file.
4. In the window that appears, double-click “Install Citrix Workspace.”



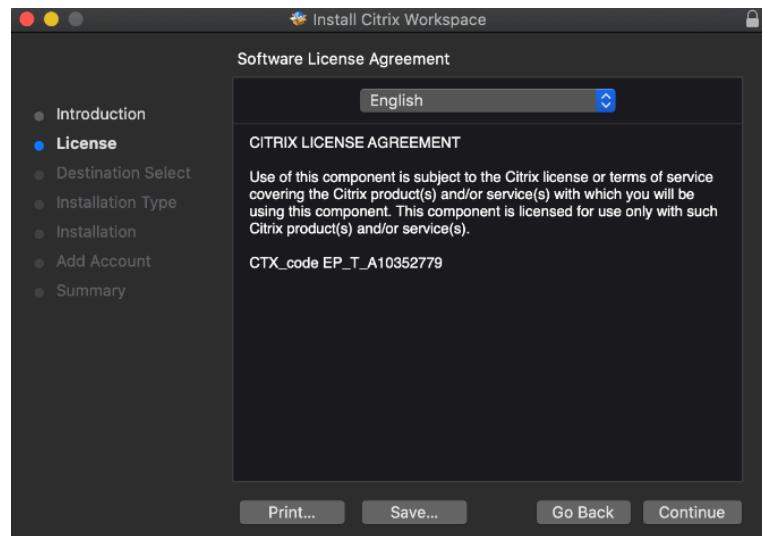
5. Click “Continue” to allow the installer package to run.



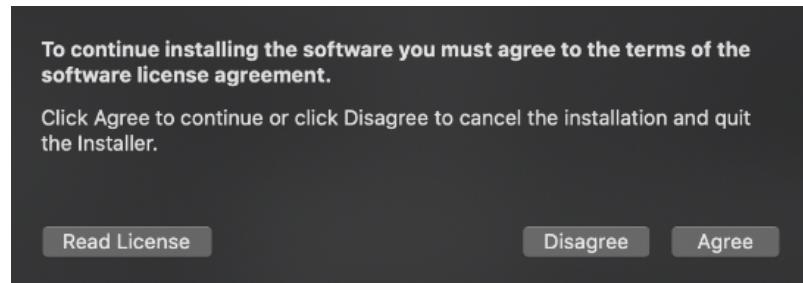
6. At the introduction window, click “Continue.”



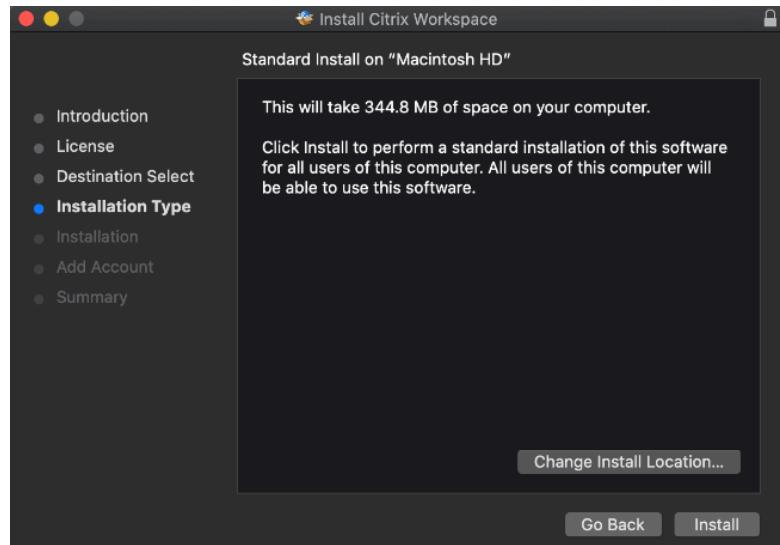
7. At the license window, click “Continue.”



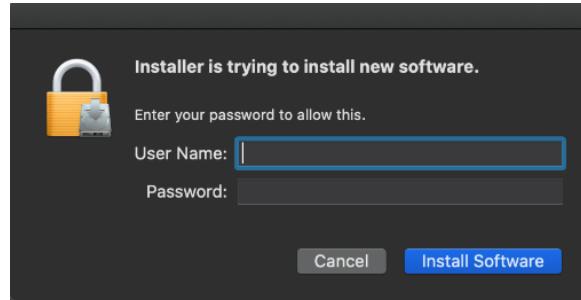
8. When prompted with the license agreement, click "Agree."



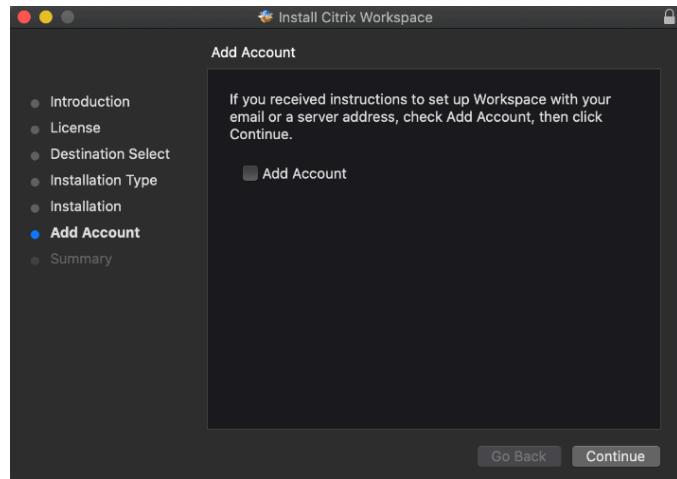
9. At the installation type window, click "Install."



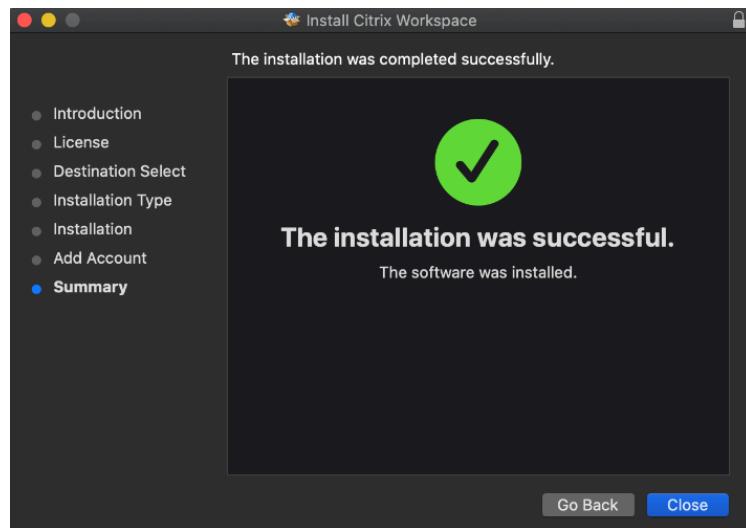
10. When prompted, enter Mac username and password to proceed with install.



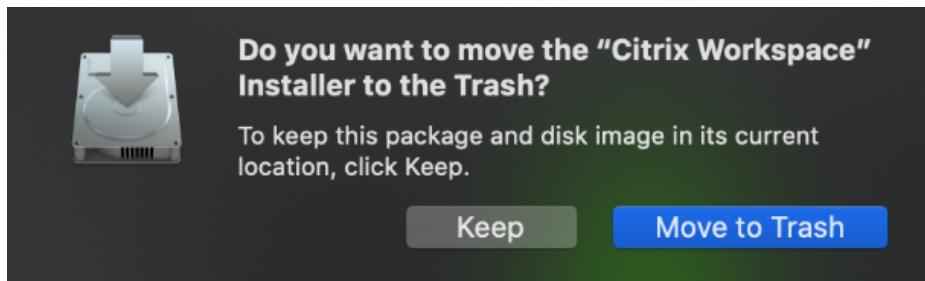
11. At the add account window, leave the box unchecked and click “Continue.”



12. At the summary window, click “Close.”



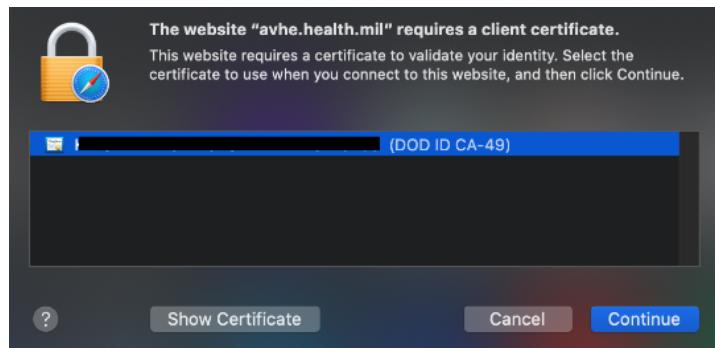
13. When prompted, you may choose to keep the file or move it to trash (recommended).



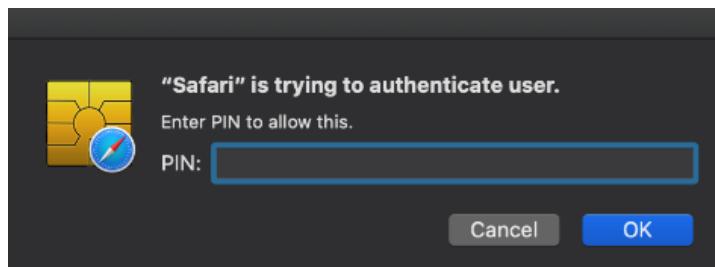
14. Open the Safari browser.

15. In the address bar enter: <https://avhe.health.mil>.

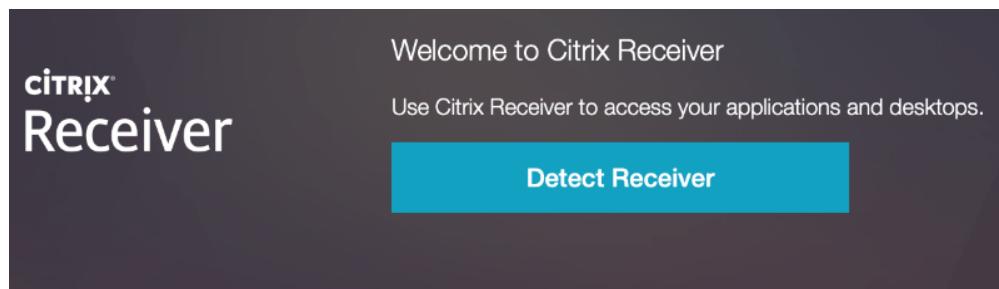
16. When prompted, select your PIV certificate.



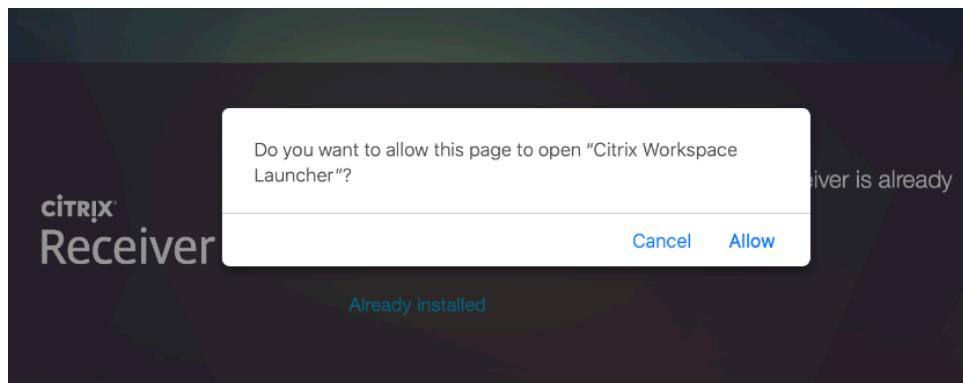
17. When prompted, enter your PIN.



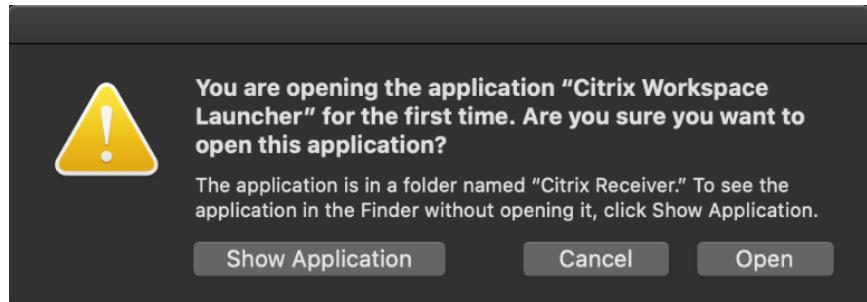
18. The first time accessing the AVHE portal, a prompt for detecting the Citrix software will appear. Click "Detect Receiver."



19. A prompt may appear requesting to open the Citrix Workspace Launcher. Click “Allow.”

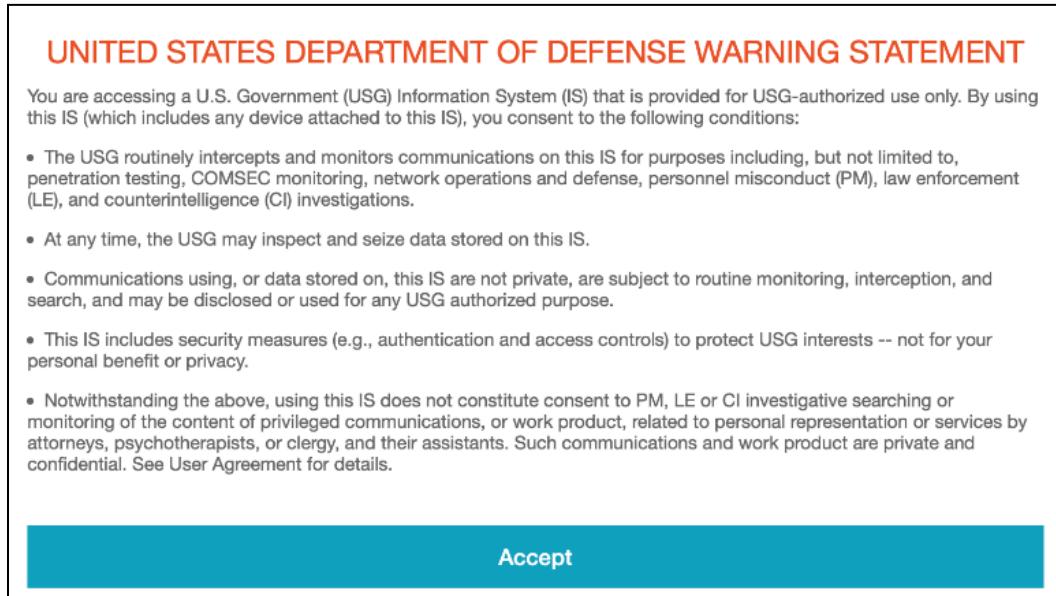


20. The first time you open the Citrix Workspace Launcher, you will receive a warning. Click “Open.”



21. On the AVHE portal, click “Already Installed.”

22. Read the DoD Warning Statement, then click “Accept.”



23. You should now be able to access the AVHE StoreFront.

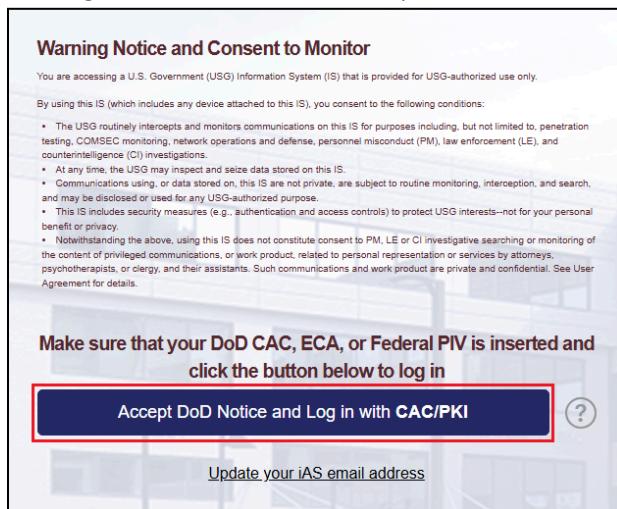
## 4 Apple iOS Clients (Experimental)

**PLEASE READ BEFORE PROCEEDING:** While it is possible to access AVHE using an Apple iOS device (iPhone & iPad), support will be limited. Additionally, application compatibility is also limited, as this is experimental. As a result, you **may not be able to access e-mail or other CAC-enabled sites and services** if you use an iPhone or iPad. There is no guarantee this will be resolved in the future, and it is not recommended to conduct normal business on an iPad or iPhone. This capability is currently for testing and experimental use only.

Requirements: Apple iPad or iPhone running iOS 16.2 or higher and CCID-class compliant smartcard reader ([Lightning to USB 3 Camera Adapter](#) may be required to connect USB smartcard reader)

### 4.1 DoD Certificates on iOS

1. On a computer with access, navigate to AVHE Support site: <https://avhe-support.health.mil>.
2. On the website, click the green box that reads “Accept DoD Notice and Log In.”

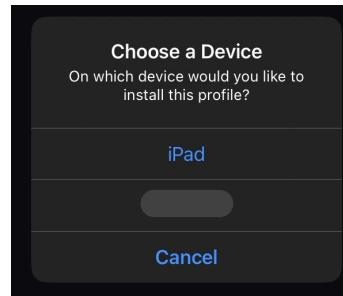


3. When prompted, select your DoD Certificate, and enter the PIN.
4. Click the “Apple Device Certs” to download the AppleDoDCerts.zip file.

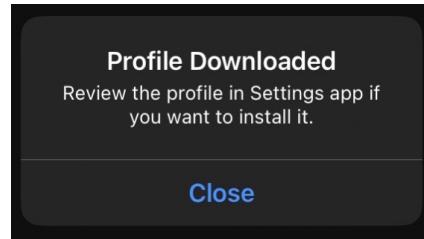


5. Unzip the AppleDoDCerts.zip file by double-clicking the file.  
**Note:** Depending on your system, the file may automatically unzip.

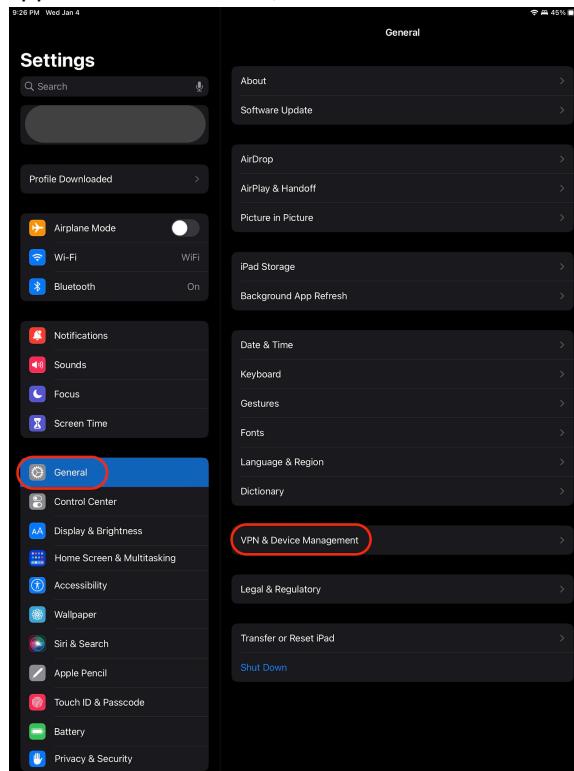
6. Using the email client on the computer, attach the file AppleDoDCerts.mobileconfig to an email and send the email to address you can access on your iOS device.
7. On the iOS device, open the Apple “Mail” app with the attachment.
8. Open the attachment, AppleDoDCerts.mobileconfig. A popup window will appear asking where to install the profile.



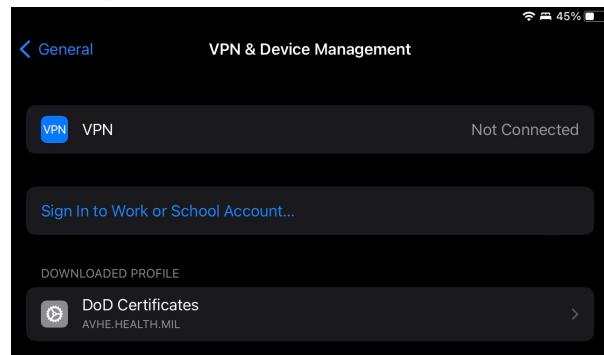
9. Click iPad (or iPhone).



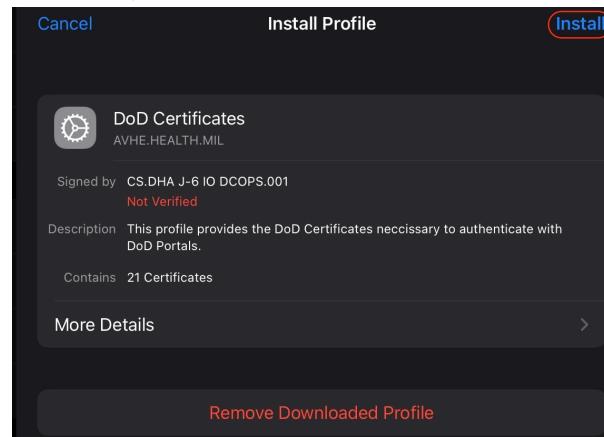
10. Open the “Settings” app and click “General,” then “VPN & Device Management.”



11. Under “Downloaded Profile,” click “DoD Certificates.”

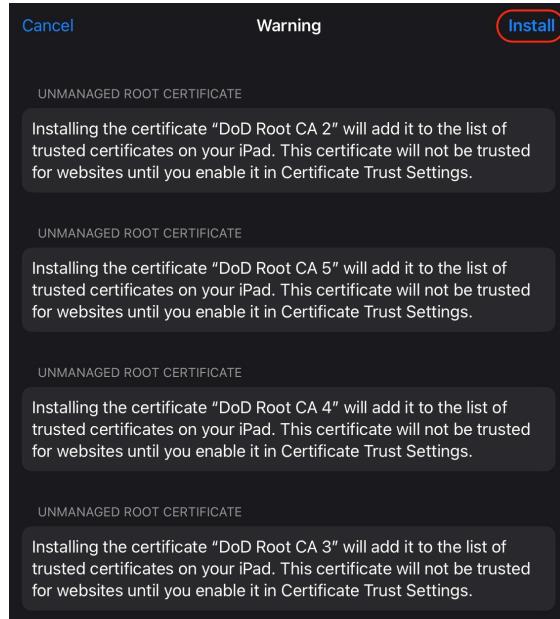


12. In the “Install Profile” window, click Install.

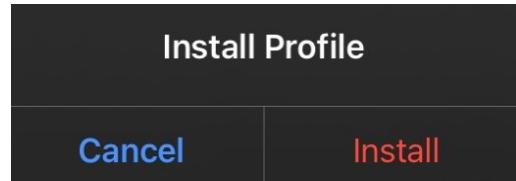


13. When prompted, enter your iOS device passcode.

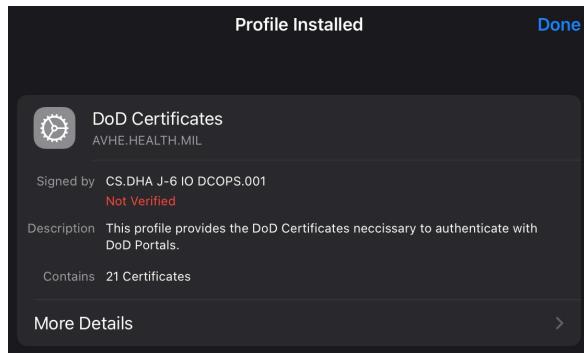
14. In the “Warning” window, click “Install.”



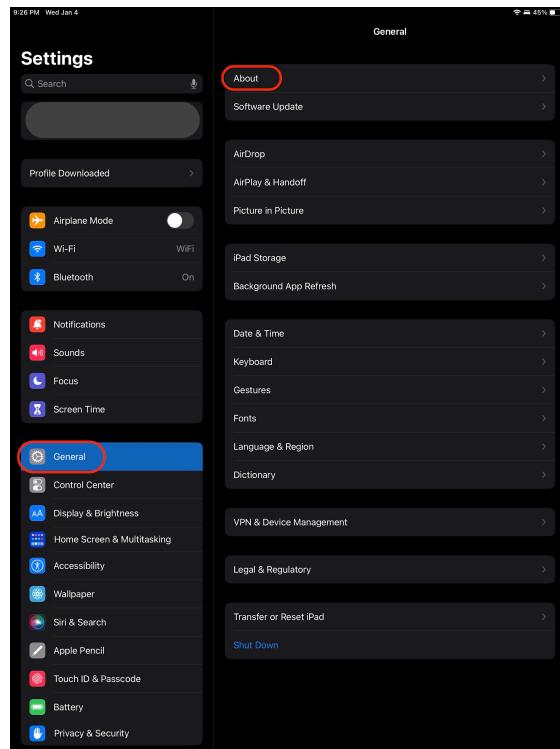
15. In the pop-up window, click “Install.”



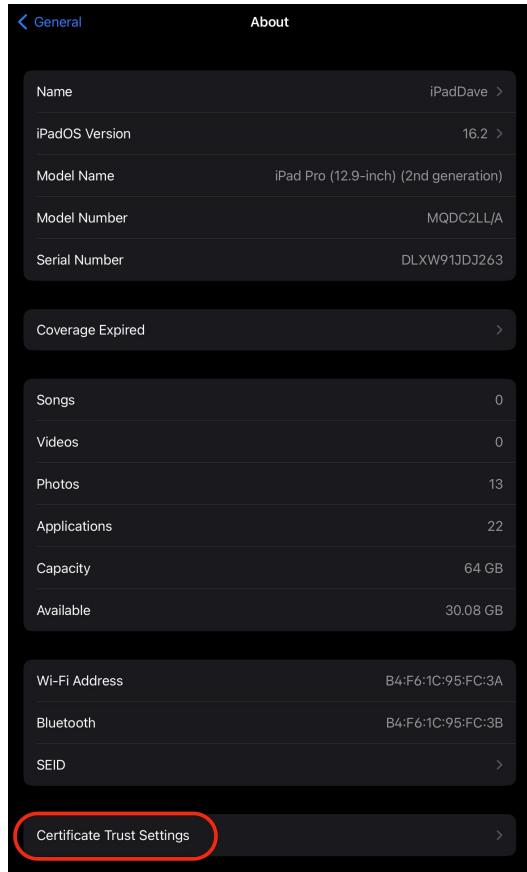
16. Click “Done.”



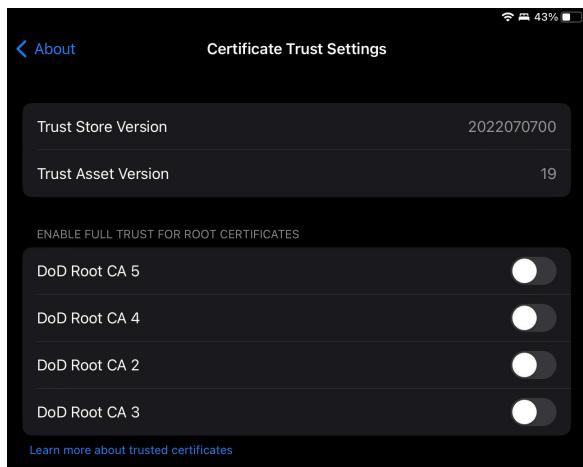
17. In the Settings app and click “General” then “About.”



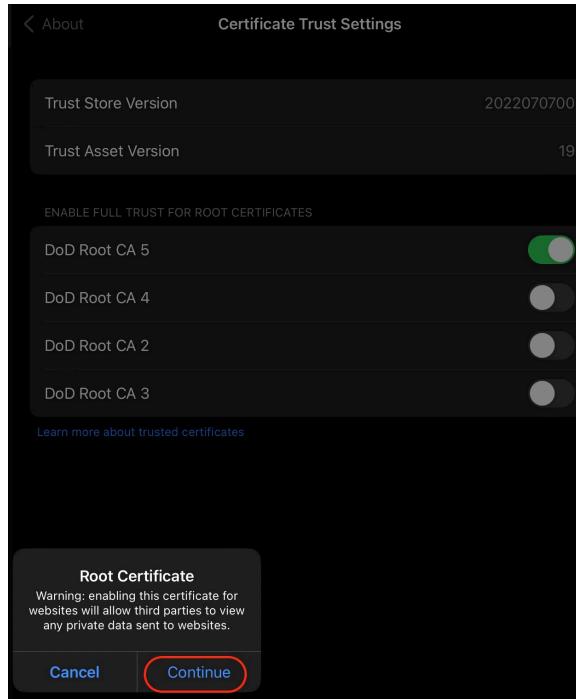
18. Click “Certificate Trust Settings.”



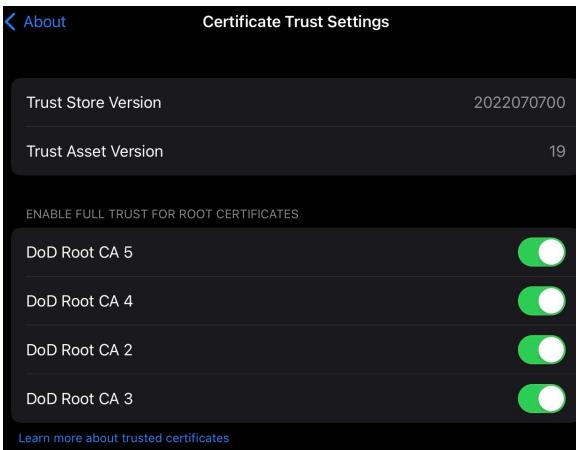
19. There will be several DoD Root CA certificates listed.



20. For each DoD Root CA certificate listed, flip the switch on to trust the certificate. When prompted, click "Continue."



21. When completed, all DoD Root CA certificates will show enabled.



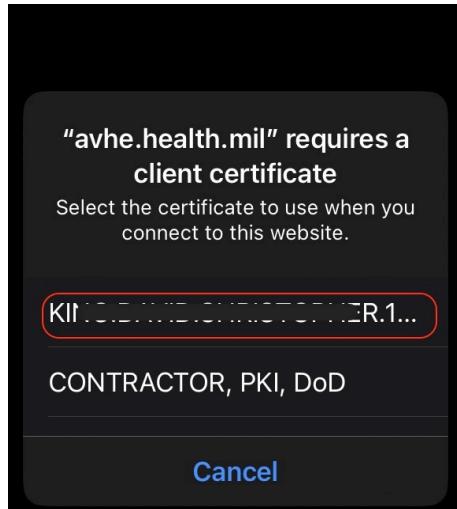
## 4.2 Citrix Workspace on iOS

1. On the iOS Device, Download and Install the 'Citrix Workspace' app from the Apple App Store.

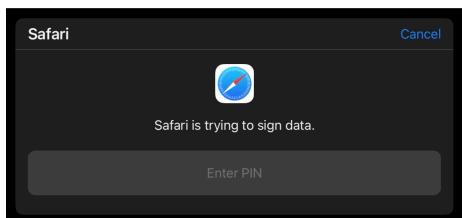


2. No further configuration of the app is required.
3. Attach smartcard reader if not attached.
4. Navigate to <https://avhe.health.mil> in Safari.
5. When prompted, select your Certificate.

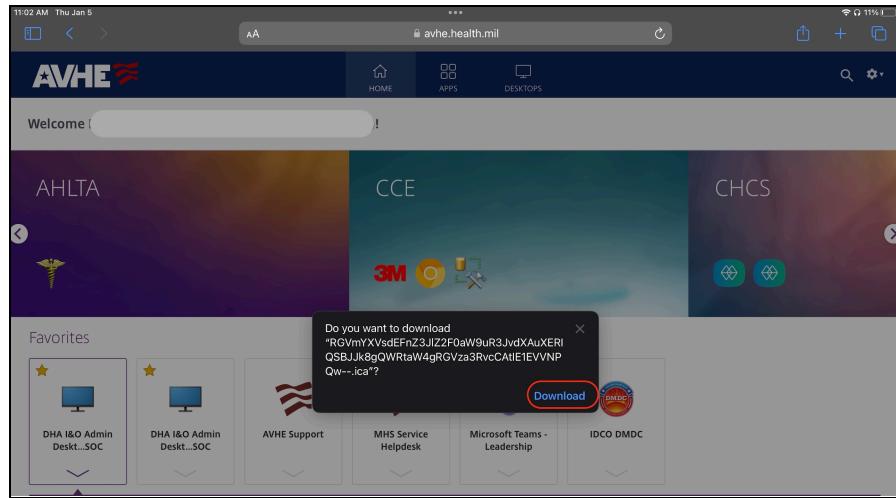
**Note:** Due to how the certificates are displayed, it may be difficult to tell which certificate is the correct one to use. If the certificate you select does not work, close Safari and try another.



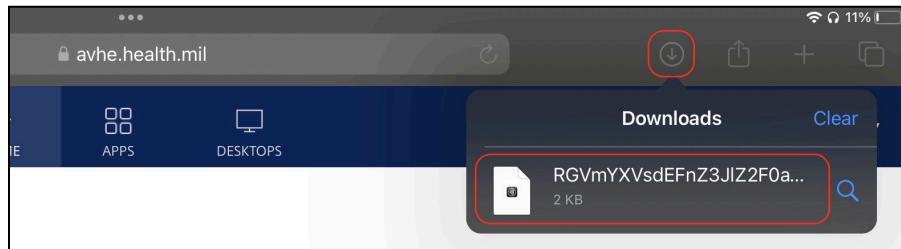
6. When prompted, enter your PIN.



7. Click open on the desktop you wish to launch. When prompted, click "Download."



8. Open the downloaded file by clicking on the Circle Icon with the down arrow, then click the downloaded file.

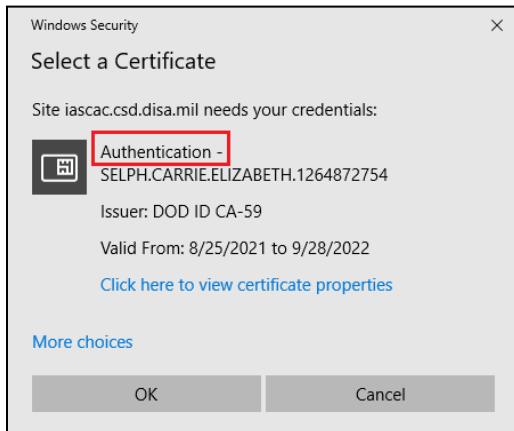


9. The download should open in Citrix Workspace and connect you to the selected desktop.

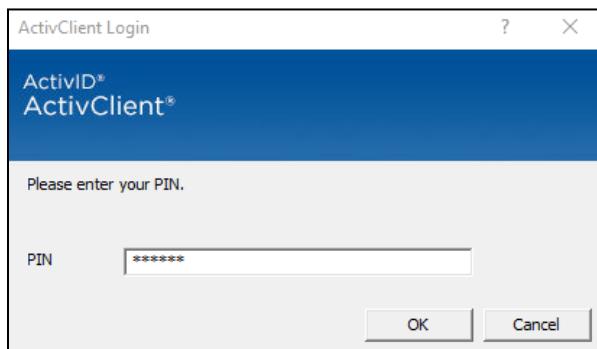
## 5 Connecting to AVHE

Once the necessary software is installed on your computer, you are ready to connect to AVHE.

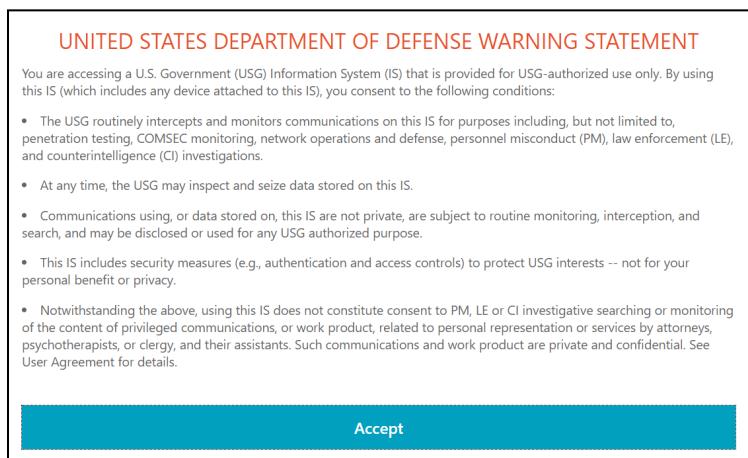
1. Navigate to <https://avhe.health.mil> (Google Chrome is the preferred web browser).
2. When prompted, select your DoD email certificate as shown in the screenshot below.



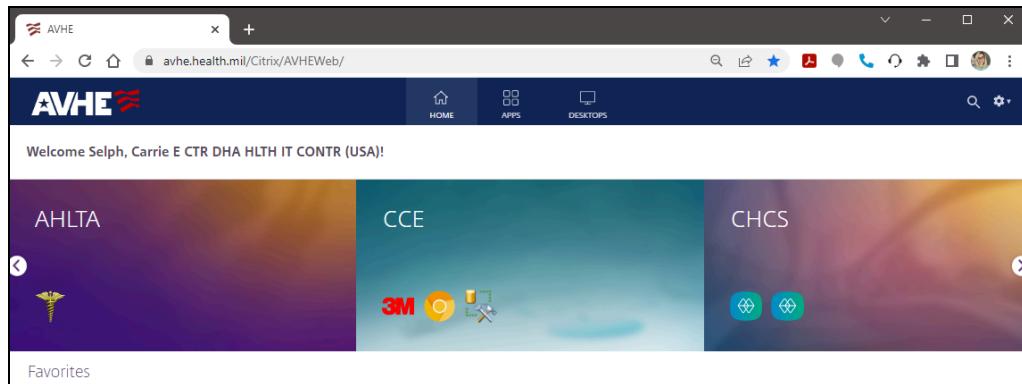
3. Enter your PIN when prompted.



4. Read and accept the DoD warning statement.

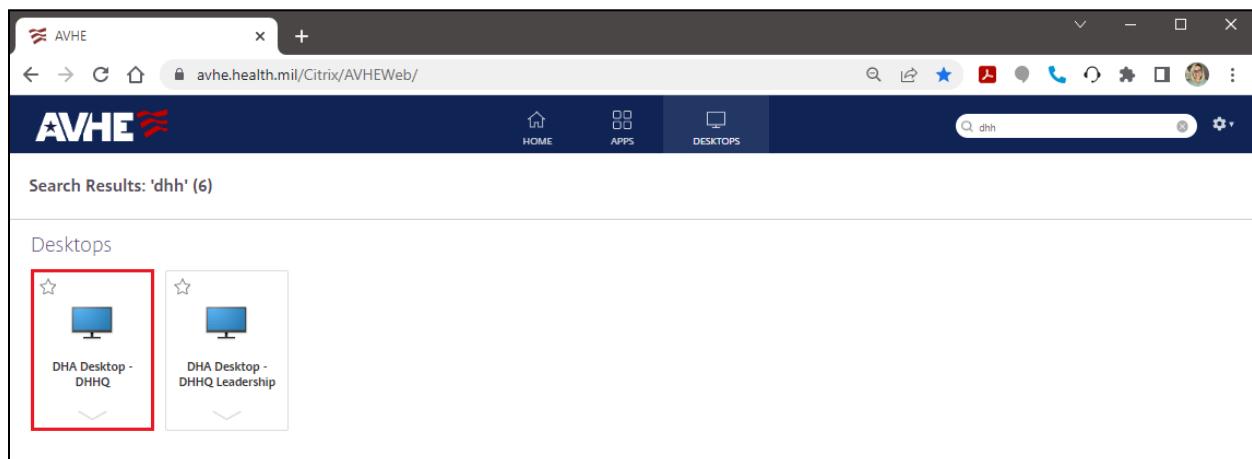


5. The AVHE Storefront page will load.



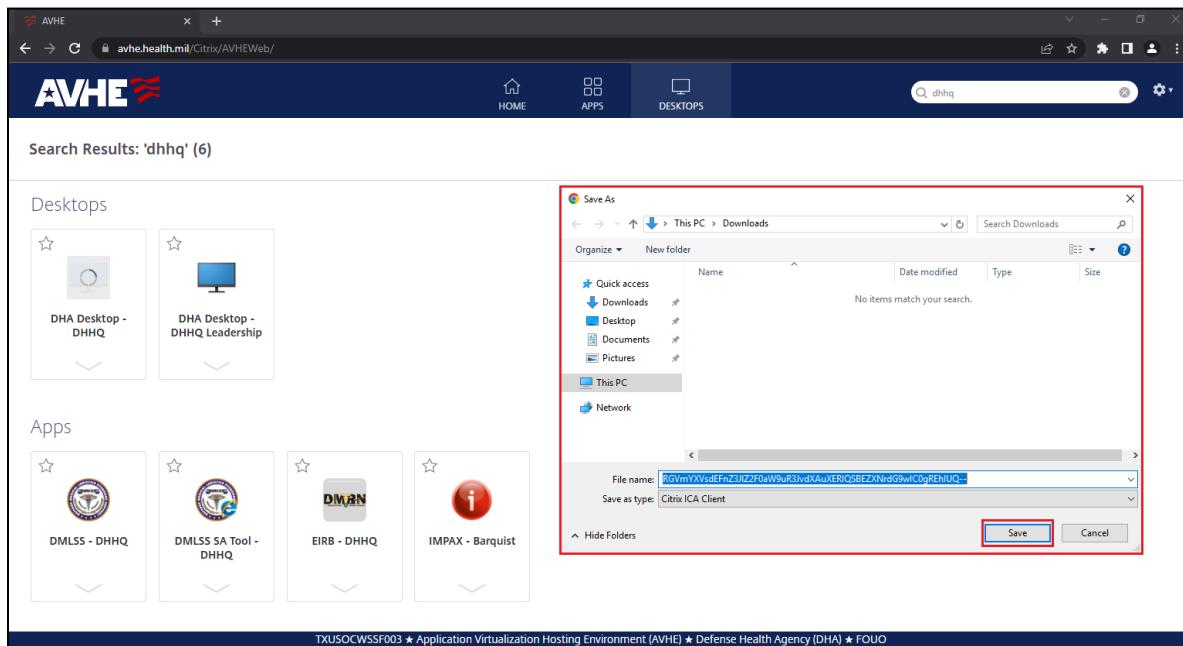
**Note:** Once you have logged into AVHE StoreFront, search for the application or desktop you need or are required to launch and simply click on that icon. (The below steps show a user launching the DHA Desktop - DHHQ)

6. Click on Desktops tab, and search for DHHQ in the upper right search bar to launch DHA Desktop. (You can also add this to your Favorites tab in Storefront for later use.)



7. Click on the icon to launch the desktop.

- For some users, AVHE will download an ICA file. You can leave the default location and click "Save." Once the file has finished downloading, double-click on the file to launch the application or desktop. When it finishes downloading, click on the file name to open.

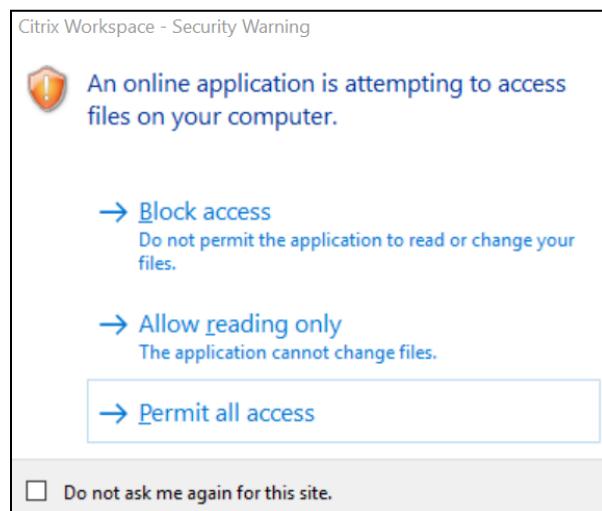


- The first time you connect to an application or desktop, you will see a popup window asking if you want Citrix to be able to access your local drives.

For Desktops, click "Permit all access."

For Applications, click "Read/Write Access."

If you do not wish to select your choice each time you launch an application or desktop, check the box at the bottom "Do not ask me again for this site."



10. The desktop will launch, and you are ready to use AVHE!

